

[eGovernment in]

Cyprus

Κύπρος



eGovernment
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- Country Profile
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Cyprus. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 865.9 inhabitants (2013)

GDP at market prices: 23 400 (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 92.0 (2012)

GDP growth rate: -5.4 % (2013)

Inflation rate: 0.4 % (2013)

Unemployment rate: 17.3 % (2014M03)

Government debt/GDP: 111.7 % (2013)

Public balance (government deficit or surplus/GDP): -5.4 % (2013)

Source: [Eurostat](#)

Area: 9 250 km²

Capital city: Nicosia

Official EU language: Greek, English

Currency: Euro

Source: [Europa website](#)

Political Structure

The Republic of Cyprus was established in 1960. It is an independent, sovereign republic, with a presidential system of government.

The executive branch is headed by the [President](#), who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The Council of Ministers is appointed by the President. The last presidential elections were held on 17 February 2008. The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

Legislative power is held by a unicameral [Parliament](#), the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriot parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 22 May 2011.

The [Administration of Justice](#) is exercised by the island's separate and independent judiciary and is autonomous in its sphere of competencies, authority and jurisdiction. The Judicial Power is vested in the Supreme Court and Inferior Courts established by law.

By the Constitution of the Republic of Cyprus, the [Attorney General's Office](#), the [Auditor General](#) and the [Central Bank of Cyprus](#) are Independent Services and do not come under any Ministry.

The Republic of Cyprus acceded to the European Union on 1 May 2004.

Head of State: President [Nicos Anastasiades](#) (since 24 February 2013).

Head of Government: President [Nicos Anastasiades](#) (since 24 February 2013).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 65 % (2013)

Percentage of enterprises with Internet access: 93 % (2013)

Percentage of individuals using the Internet at least once a week: 62 % (2013)

Percentage of households with a broadband connection: 64 % (2013)

Percentage of enterprises with a broadband connection: 93 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 20 % (2013)

Percentage of enterprises having received orders online within the previous year: 8 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 29 %, downloading forms 20 %, returning filled forms 10 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 84 %, downloading forms 82 %, returning filled forms 47 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

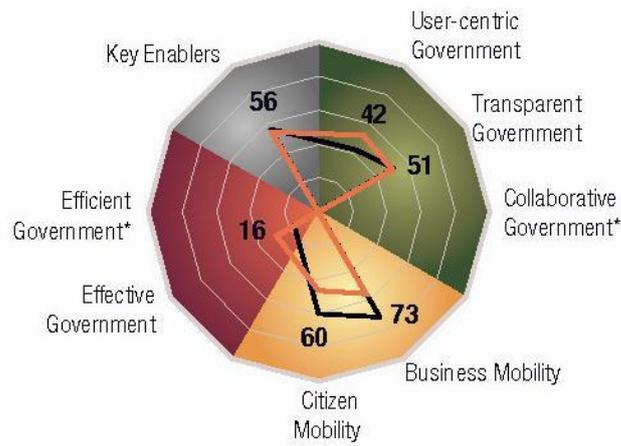
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 CY
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

April 2014

- ▶ The eGovernment Strategy of the Republic of Cyprus for 2014-2020 is completed aiming at the following:
 - Enhancement of public sector capacity while reducing operational costs.
 - Delivering additional eServices, which will be flexible, accessible, complete, easy and secure.
 - Facilitate cross-border collaboration at European level.

The eGovernment Strategy is also complemented by a) the National eGovernment Interoperability Framework, which describes the principles, recommendations and technical standards that shall be taken into account by government organisations when designing, developing or operating information systems that support the provision of eServices to citizens and businesses both at the national and international level and b) the Government Security Policy that ensures a high common level of network and information security across Government information and communication systems.

- ▶ As from April 2014 the meetings of the Council of Ministers (COM) are supported by electronic means via the e-Communication platform. This platform enables the automation of the processes related to the COM meetings (e.g. electronic submission of proposals by Ministers) and facilitates the communication and collaboration between all the involved parties, aiming at increasing the efficiency of the public sector and minimising the cost, particularly the print/paper related cost.

March 2014

- ▶ As of 1 March 2014, the publication of the intention of Contracting Authorities to publish a competition prior to the actual official procurement process, has become mandatory in order to assist SME's participation in public procurement competitions. This is implemented online via a new functionality introduced on the eProcurement System.
- ▶ The Government Secure Gateway starts its pilot operation. The Government Gateway Portal is given the name Ariadni (from the Greek Mythology. Ariadni gave to Theseas a ball of thread, so that he could find his way out of the Minotaur's labyrinth). It enables users to access the electronic services (eServices) that are made available by the Government of Cyprus over the Internet. Through Ariadni citizens can be served quickly and easily, 24x7. The system aims to the full electronic completion of a service, avoiding thus any bureaucratic procedures. Individuals, organisations, and agents need to register in order to login to the system. Ariadni will initially provide the basic platform for the delivery of 33 eServices, as well as the required core services enabling the delivery of eServices and the execution of online transactions in a secure manner (e.g. user identity management, security infrastructure, transaction routing and processing, application integration, certificates and other information, payment engine, etc.).

February 2014

Since February 2014, the Inland Revenue Department (IRD) allows the online submission of applications for the electronic registration to the Taxisnet service. All Public Officials and Officials of the General

Government Sector are invited to register online and submit their tax return for the fiscal / calendar year of 2013, before 31 July 2014 due to the several advantages of the Taxisnet, system, which is up and running since 2004. The benefits of the system include the improvement of the service provided by the IRD and also a reduction in its operational cost for the state budget. A necessary condition of electronic submission is that the citizen already has a Tax Identification Code (TIC) with the IRD and must have received at least one Income Tax Assessment to enable their identification.

January 2014

As of 1 January 2014, it has become mandatory for contracting authorities to publish tender documents electronically (for all published public procurement competitions) via the eProcurement System and handle the clarifications requested during the tendering process electronically.

September 2013

The Council of Ministers approves the proposal for an Integrated Information System that will computerise the Justice sector supporting the automation of all processes of Courts (eJustice). eJustice aims to accelerate court awards while at the same time relieving citizens and professionals (lawyers and law offices) of bureaucratic burden by providing digital services through the web. Some of the main expected benefits for the Government are to:

- ▶ Increase of operational ability of courts due to process automation (case and documents electronic registration, exchange and update);
- ▶ Increase in productivity of administrative personnel by time savings due to automation of supporting tasks (case archiving, data search and retrieval, evidences administration, fees/penalties accounting etc.);
- ▶ Enhance access of citizens and businesses to Justice and related services.

July 2013

As from July 2013, all the Council Decisions that are published in the official Gazette are also available electronically through the Council of Ministers website. The electronic publication of the decisions aims at increasing the transparency and minimising the bureaucracy due to the fact that information is available and accessible electronically.

January 2013

On 3 January 2013, the Cyprus Press and Information Office (PIO) [announces](#) the digitisation of another 32 000 pages of press releases, as part of its archives digitisation programme.

The press releases cover the period from 1 January 1962 to 30 April 1990, while the statements of the Government Spokesman (period 1976-1996), the press releases of the House of Representatives (period 1981-2009) and the statements of the Greek - Cypriot Negotiator for the period 1979-1984 have also been digitised. The total targeted number of digitised pages is 192 000 pages.

The digital press releases have been uploaded and they can be accessed through the following website www.piopressreleases.com.cy, which is bilingual (Greek and English) and also provides a search tool.

News 2012-2001

2012

- ▶ In *November 2012*, the Ministry of Finance, the Productivity Centre and the Department of Information Technology Services [announce](#) the launch of the campaign called '[Do it electronically](#)', which promotes the eGovernment services of public administration. Furthermore, incentives will be provided to all age groups aiming to increase the use of the eGovernment services. The main services that can be performed online include:
 - Submission of VAT and income tax return;
 - Application for registering a new business entity and for name approval;
 - Posting and searching for a job vacancy;
 - Paying income tax, contributions to the social insurance company, annual property tax and extrajudicial fines;
 - Subscription for free training programmes;
 - Renewing vehicle registrations and hunting licenses;
 - Publishing and managing public procurement tenders;
 - Lodging complaints about products and services;
 - Handling several other transactions with the public administration.
- ▶ In *February 2012*, the Council of Ministers approves the **Digital Strategy for Cyprus**. The Digital Strategy is a comprehensive plan for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus, including actions aiming at a 'paperless' government and at improving supply and demand for eGovernment services.
- ▶ In *January 2012*, the 7th Citizen Service Centre (CSC) is established in Famagusta, in accordance to the government's strategy for operating at least one CSC in every district of the island.
- ▶ The Road Transport Department (RTD) introduces of **direct briefing system** via SMS messaging for mobile phones. As of *January 2012*, registered users can be continually informed/updated, via sms, on issues related to their vehicles and road safety, such as a reminder for the date of expiry of a vehicle roadworthiness test (MOT), the road tax renewal date, and the date of cancellation of the registration of a vehicle, among other issues.

2011

- ▶ In *December 2011*, a study concerning better implementation of the Public Sector Information (PSI) Directive in Cyprus is completed. Funded by the [Ministry of Finance](#) and commissioned to Deloitte Cyprus, the study reviews licensing, charging, turnover, data available and enterprises, investigates practices of other Member States and offers recommendations on the requirements of the public sector and the broader business environment of Cyprus. Following the study, a PSI web portal is planned acting as a single point of access to data sets produced and held by public service bodies.

In the same month, the **Accounting eService** provided by the [Department of Merchant Shipping](#) goes live and allows authorised users (ship owners, lawyers) to have access to their accounting statements and view their outstanding financial obligations.
- ▶ On *1 November 2011*, the results of the project on the reduction of the administrative burden are announced in an [event](#) organised by the Ministry of Finance and the contractor KPMG Ltd. The project, which lasted from November 2009 to the beginning of 2011, is part of the [Better Regulation initiative](#). Its purpose is to serve the national target of a 20 % reduction by the end of 2012 in the administrative burden caused by legal obligations on businesses. Three phases comprised the study:

The first included the mapping of around 5 500 different legal obligations imposed on businesses, the second concerned the selection of 8 areas of priority and the third included the cost estimates of the legal obligations in the 8 areas of priority selected in the previous phase. Based on the results of the third phase, the contractor has submitted over 30 proposals targeting the reduction of the administrative burden in the 8 priority areas. The majority of these proposals were implemented by June 2013, reaching a total of about 19% reduction of administrative burden. A very small number of proposals is, either under implementation in the context of the Memorandum of Understanding signed with Troika, or could not be implemented due to the severe fiscal conditions as a result of the economic crisis.

- ▶ On *10 October 2011*, an internet-based collaboration platform starts its live operation. The platform enables government and quasi-government organisations (in Cyprus and abroad) to communicate and collaborate effectively and efficiently towards the achievement of the common goals of the Presidency of the Council of the EU, to be undertaken by Cyprus during the second half of 2012.
- ▶ On *14 September 2011*, the Treasury of the Republic [receives](#) the [Cyprus Innovation Award](#) under the 'public sector' category for the development of its [eProcurement system](#). The Innovation Award competition is a yearly event established by the Cyprus Employers and Industrialists Federation in 2006. The interoperable web-based application serves as a unique European model covering all contracting authorities (public services, local authorities and governmental/non-profit semi-governmental organisations) in a Member State. It includes all tender procedures, as laid down by the provisions of European and Cypriot public procurement law, and provides assistance to SMEs. The eProcurement system was developed with the support of the Department of Information Technology Services under the Ministry of Finance, and it is managed by the Public Procurement Directorate of the Treasury of the Republic.
- ▶ In *August 2011*, the [Cyprus Productivity Centre](#), through its '[Keep me informed](#)' online system, offers a personalised email service. Registered users can define issues/matters of their interest (subsidy schemes, vocational trainings, etc) and receive email messages corresponding to their stated preferences.
- ▶ The [Cyprus Pollutant Release and Transfer Register](#) (PRTR) goes live on *9 March 2011*. It is a publicly accessible electronic database that provides key environmental data from industrial facilities operating in Cyprus. More specifically, the PRTR enables the public to have access to environmental information concerning the annual amounts of pollutant releases to air, water and land, as well as off-site transfers of waste and of pollutants in waste water from several facilities operating in Cyprus. PRTR lies under the responsibility of the Ministry of Agriculture, Natural Resources and Environment, and the Ministry of Labour and Social Insurance.
- ▶ The '[e-Filing](#)' project, which will allow the complete online registration of a new company, shows its first results in *February 2011*. The project was approved for co-financing by the European Regional Development Fund of the European Union. eSearch was the first module to go live, whereas the complete system went live gradually. The e-Filing system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. The 'VIRGIN' project - renamed to '[VIPI](#)' project - aiming at providing a 'one-stop-shop' interactive portal and learning environment, targeting trainers and trainees, with particular attention towards people with disabilities, is [launched](#) in *January 2011*. The project partnership brings together organisations and businesses from Belgium, **Cyprus**, Greece, UK and Lithuania. The project will develop an interactive online platform where those disabled can access a wide variety of ICT training courses and serious games for acquiring ICT skills. Trainers will be able to upload and download various learning objects, using a semantically enriched environment which significantly improves the search experience and the relevance of search results.
- ▶ Since *January 2011*, candidate drivers can pay online for their examination fee and can select the examination date, time and centre for their driving licence test, via a **road transport** web-enabled system.

- ▶ During the same month, Cyprus police announce the launch of a new system for paying extrajudicial fines for traffic violations through the Internet. The system is available on a 24x7 basis and fines can be paid using a credit card through the website of the [Cyprus police](#).

2010

- ▶ The 9th EU benchmark measurement report '[Digitising Public Services in Europe: Putting ambition into action](#)', published in *December 2010*, shows Cyprus as being one of the two top performers with 100 % online availability of the eProcurement pre-award process. As far as eProcurement visibility is concerned, Cyprus is one of the best performers with 94 % against an EU-27+ average of 71 %.
- ▶ The Small Vessels eService provided by the [Department of Merchant Shipping](#) to the police force goes live in *November 2010*. The service allows the identification of small vessels details and owners.
- ▶ The development of online services for the **Civil Registry Department**, regarding the reissuance of ID cards/birth certificates, change of postal address, among other services, is completed in *August 2010*. These online services will be available to the public through the Government Secure Gateway (Ariadni).
- ▶ Since *June 2010*, the [Cyprus Productivity Centre](#) offers free access to educational programmes on eSkills, which are based on the 7 units of ECDL (European Computing Driving Licence), via its learning management system, "*eGnosis*".
- ▶ In *May 2010*, the eCatalogue module of the [eProcurement system](#) goes live, allowing all Cypriot authorities to order stationery and office equipment online. The content is continuously enriched with new catalogues whereas its value exceeds €8 million.
- ▶ The strategic study for an **Enterprise Resource Planning System** (ERP) is completed in *April 2010*. Such a system will address the needs for adopting the accrual basis of accounting in accordance with [EU Directive 2011/85/EU](#). It will also consolidate and modernise all existing IT systems used by the Treasury and will satisfy the strategic targets of the 'Medium-Term Budget Framework'.

During the same month, the project '[DIEGO](#)' – Digital Inclusive eGovernment, supported by the European Commission, is [launched](#). The project, resulting from the collaboration of 12 partners in 6 Member States including Cyprus, aims to guarantee equal access to electronic public services for all citizens. The platform, in continuous development, provides several services, such as appointment services or multimedia content and voice-over-IP (VOIP) communication with administrations. '[DIEGO](#)' is expected to run until September 2012.

During the same month, a new Citizen Service Centre (CSC) is established in Paphos, following the government strategy for the expansion of the CSC network and the improvement of services provided to citizens and businesses.

2009

- ▶ In *November 2009*, the European Institute of Public Administration ([EIPA](#)) awards the Public Administration and Personnel Department of Cyprus a 'best practice certificate' for the Citizen Service Centres project, under the category 'Performance Improvement in Public Service Delivery'. The prize was in the context of the European Public Sector Award (EPSA) 2009.

During the same month, the [8th benchmark measurement report](#) carried out for the European Commission, published in *November 2009*, shows that as far as the **eProcurement pre-award process** is concerned, Cyprus achieves the highest score at 93 % on an EU-27+ average of 59 %.

- ▶ In *October 2009*, within the framework of the 4th European eGovernment Awards 2009, the Cypriot eProcurement system is awarded the Good Practice Label by [ePractice](#).
- ▶ The **eProcurement** system, a secure and interoperable web-based application, starts its pilot operation in *June 2009* (system to go live in *November 2009*).

- ▶ In *June 2009*, the 'Citizen Service Centres' project is awarded the Cyprus Innovation Award for the public sector by the Employers and Industrialists Federation.

During the same month the new '**Candidate Placement System**' goes live, providing enhanced functionality through the web and the intranet. Some of the system's operations are:

- Candidates and vacancies administration
 - CV bank, which holds candidates' CVs and manages their job applications
 - Measurement of the performance of the public employment service with quantitative and qualitative indicators (intranet)
 - Provision of statistical data (intranet).
- ▶ On *21 April 2009*, the Minister for Communications and Works inaugurates the installation of two **broadband internet connection** systems via satellite in the communities of Kapedes and Odou. These are the first two communities served within the framework of the government's policy to provide free and fast Internet access to remote and rural communities.
 - ▶ In March 2009, the Council of Ministers approves a project related to the creation of a Contact Centre that will deliver, via phone, sms and e-mail, administrative information regarding competences of a number of civil service organisations. For this reason, the Public Administration and Personnel Department (PAPD) has already recorded, in co-operation with other competent public organisations, approximately 500 procedures that deal with the provision of specific services.
 - ▶ Following the decision of the Council of Ministers on *18 February 2009*, the Minister of Communications and Works is appointed as the Minister responsible for the information society. The Council also appoints the [Department of Electronic Communications](#) (DEC) as the executive arm of the Minister to develop and implement a national information society strategy. In addition, the Council creates an information society advisory committee to the Minister, chaired by the Permanent Secretary of the Ministry of Communications and Works, comprising representatives of relevant ministries, industry and academia.

As of *February 2009*, the web-enabled 'Road Transport System' allows the online participation of citizens/businesses in the auction process for vehicle registration numbers.

- ▶ The eService 'Authentication of Seafarers Certificates' of the [Department of Merchant Shipping](#) goes live in *January 2009*.

2008

- ▶ The development of **eServices** for the [Department of Merchant Shipping](#) starts in *October 2008* aiming to improve services offered to law offices, shipping companies, police, etc. Some of these eServices include the updating of vessels' crew lists, the authentication of seafarers certificates by shipping companies and the identification of small vessels details and owners by the police.
- ▶ The Road Transport Department is awarded, in *July 2008*, the **Cyprus Innovation Award** for the public sector for its web-enabled system.
- ▶ In *February 2008*, a new Citizen Service Centre is established in Larnaca.

2007

- ▶ In *October 2007*, the contract for the implementation of a total solution for conducting public procurement competitions in Cyprus, using electronic means, is signed. The project is co-funded by the European Commission under the Transition Facility of 2006. The owner of the system is the **Public Procurement Directorate (PPD)** of the Treasury of the Republic of Cyprus. The system provides advanced functionality for all procurement phases, comprising eRegistration, eNotification, ePreparation of calls for tenders, eTendering, eAwarding and eStatistics. The system also supports the use of eAuctions. Significant consideration is assigned to the non-functional aspects of the

eProcurement system, and especially to those that can guarantee adherence to the core principles of the EU Directives on security, equal treatment and non-discrimination.

During that same month, a new **Citizen Service Centre** is established in Pelendri (Limassol District) with the aim to provide services to citizens residing in rural areas.

- ▶ In *September 2007*, in a press conference, the Minister of Finance, Mr Michalis Sarris, [presents](#) the innovative [Electronic Office Automation System \(eOAS\)](#); a system targeting the **reduction of bureaucracy** and the increase of productivity and effectiveness in the public sector. The system, is web-enabled, platform independent and is developed in accordance with European and other international standards.

During the same month, the 7th report of the web-based survey on electronic public services, carried out for the European Commission, shows that as far as the **National Portals assessment** is concerned Cyprus achieves a very high score of 98 % against an EU-27+ average of 75 %. 22 out of 24 standard benchmarked services are accessible through the portal.

- ▶ In *July 2007*, the feasibility study on the creation of a **secure government gateway**, which will constitute the central passage to all available eServices, is completed.
- ▶ In *January 2007*, a new [Citizen Service Centre](#) is established in Polis Chrysochous (Paphos District) with the aim to provide services to citizens residing in rural areas.

2006

- ▶ In *December 2006*, the **social insurance web-enabled system** goes live. The system allows the payment of social contributions, for employees or the self-employed, through the Internet, via direct debit payments.

During that same month, a **strategy study** identifying the benefits, as well as the resources and timeframes required for the creation of a government data warehouse is completed.

- ▶ In *October 2006*, another [Citizen Service Centre](#) (one-stop-shop) is established in Limassol, offering multiple services to the public.

In the same month, the 'Europe Direct' network of Cypriot information centres is set up to [provide](#) information on the activities of the European Union for its citizens and to accept feedback from the general public. This information can now be found on the [Europe Direct](#) portal of the European Union, which provides information for all Member States.

- ▶ In *September 2006*, Cyprus launches a **new eGovernment portal**, through which the public can access various government information and services via a single point of entry, based on the life-event cycle. The new portal replaces the previous one and is available at: <http://www.cyprus.gov.cy>.
- ▶ In *July 2006*, the **strategic study** for an **eProcurement system** is completed. The study covers phases such as eRegistration, eNotification, ePreparation of a call for tenders, eTendering, eAwarding, as well as statistical analysis.
- ▶ In *June 2006*, the 7th report of the web-based survey on electronic public services, carried out for the European Commission, classifies Cyprus among the top four European countries which offer car registration eServices.

In the same month, the web-enabled version of the [Electronic Office Automation System \(eOAS\)](#) is completed and the system rolls out to a number of government services.

- ▶ As of *January 2006*, all government ministries/departments/services maintain their **own websites**.

During the same month, more eServices are provided to the citizens through the web-enabled 'Road Transport' system, such as online renewal (payment) of **road tax licences** via credit cards; and direct arrangements of citizens with inspection centres regarding technical inspections of motor vehicles.

2005

- ▶ In *December 2005*, the first **Citizen Service Centre** is established in Nicosia with the aim to provide multiple services from a single point of contact. The ultimate goal is to have a citizen-centric public service which provides high quality services to the public and reduces administrative burden to citizens and businesses. The Citizens Service Centre offers more than 64 different services from a number of governmental organisations.
- ▶ In *May 2005*, the 'Road Transport' system provides its first online services through the web regarding **car registration, car information** and **driver's licence availability**.
- ▶ In *January 2005*, the '**Register and Search for Job Vacancies**' system goes live, enabling job seekers, registered at the local district labour offices to search and locate job vacancies. It also allows employers to publish and manage job vacancies. Through the system, jobseekers can also visit the European Employment Services (EURES) network website, be informed on jobs and learn about job opportunities throughout the European Union.

2004

- ▶ In *2004*, a **National Strategy for the Development of the Information Society** is drafted by the Cyprus Planning Bureau.
- ▶ In *May 2004*, the European Investment Bank ([EIB](#)) releases the first € 35 million instalment of an overall approved financing of € 70 million to **upgrade IT systems** in the **public sector** of the Republic of Cyprus. The project, led by the Department of Information Technology Services ([DITS](#)) in the Ministry of Finance, is mainly driven by the priorities set in the Partnership Agreement concluded between Cyprus and the EU in 2000 and revised in 2002. It concerns investments in IT systems in various government departments, encompassing investments in physical networks and hardware, as well as the development of specialised software systems.
- ▶ In *January 2004*, the [TaxisNet](#) web-enabled service for income tax returns and the [Theseas](#) web-enabled service for customs clearing are launched.

2002

In *2002*, the adoption of the '**eGovernment strategy**' takes place. The new strategy constitutes an update of the previous 'Information Systems Strategy' ([ISS](#)).

2001

In *June 2001*, the **Government portal** www.cyprus.gov.cy is launched.

News 2000 and before

- ▶ Launch of the '**Information Systems Strategy (ISS)**', which revises and complements the 'Government Computerisation Master Plan'. The strategy aims to achieve the best possible quality of services offered to the public, making full use of the new information technologies.
- ▶ Adoption of the '**Data Management Strategy (DMS)**', which provides an integrated information structure supporting public sector requirements for strategic and tactical management of information as well as operational systems. The purpose of the DMS is to speed up the process of implementing the 'Government Computerisation Master Plan' by ensuring the inter-connection and inter-operability of the information systems under development.
- ▶ Adoption of the '**Government Computerisation Master Plan**'. The plan identifies 80 priority projects for the period *1989-1997*, including batch applications, revenue collection and payment systems.

eGovernment Strategy

Main strategic objectives and principles

eGovernment Strategy (2014-2020)



The eGovernment Strategy of the Republic of Cyprus refers to the period 2014-2020 and applies to all ministries, departments and services of the Cyprus Government focusing on technical, operational and organisational aspects of the provision of eServices to citizens and businesses. Interventions at the back-office systems or government ICT infrastructures are also foreseen by the eGovernment Strategy, provided that they assist the Cyprus Government to achieve its objectives up to 2020, whilst being in line with the EU policies and directives.

From the implementation of the eGovernment strategy, the following objectives are sought to be achieved:

- ▶ Enhancement of public sector capacity while reducing operational costs;
- ▶ Delivering additional eServices, which will be flexible, accessible, complete, *easy* and secure;
- ▶ Facilitate cross-border collaboration at European level.

Digital Strategy for Cyprus (2012-2020)

The [Digital Strategy for Cyprus](#) (the national information society strategy) was approved by the Council of Ministers on 8 February 2012. The Digital Strategy is a comprehensive [plan](#) for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains".

The Digital Strategy for Cyprus is based upon six strategic targets:

- ▶ **Target 1:** Broaden coverage (infrastructure rollout); expand broadband and establish regulatory framework of networks;
- ▶ **Target 2:** Modernisation of public administration and provision of more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;
- ▶ **Target 3:** Increase penetration and participation of all citizens and businesses in the digital society;
- ▶ **Target 4:** Improvement of eSkills and digital literacy;
- ▶ **Target 5:** Promotion of digital entrepreneurship;
- ▶ **Target 6:** Promotion of green ICT.

Action Plan for Public Administration Reform (2013 - 2016)

The [Action Plan](#) defines all the changes that need to be made in order to move to a modern public administration. It is divided in three phases:

- ▶ 2013-2014 - The years of reform: Are used to lay the foundations and reorganise the sectors that have been chosen to be in the first wave of reform.

- ▶ 2014-2015 - The years of improvement: This time will be used to improve infrastructures and adjust to the new realities.
- ▶ 2016 - The final result: Evaluation of a modern, effective public administration.

Previous Strategies

National Strategic Reference Framework for Cohesion Policy (2007-2013)

The National Strategic Reference Framework for Cohesion Policy ([NSRF](#)), 2007-2013, was a strategic programme document, which presented a **development strategy** for the utilisation of resources allocated to Cyprus from the Structural Funds and the Cohesion Fund for the period 2007-2013. The preparation of the NSRF was introduced for the first time in the 2007-2013 programming period and, among other elements, included an analysis of the strategic vision and the objectives related to the development of the information society in Cyprus and, in particular, eGovernment services and eHealth.

Interventions of the NSRF for strengthening eGovernment aimed at further extending public services offered via the Internet and at improving their safe use. Actions are to be co-financed by the Structural Funds for the period 2007-2013.

eGovernment Vision (2002-2011)

The previous strategy on eGovernment dates back to 2002. Commonly referred to as the **eGovernment Vision (2002)**, it set the delivery of one-stop-shop services as its main target. This was to be realised either via the web, or via other channels, namely, kiosks, call centres, citizen support centres and other channels.

The architecture of such systems was based on three main **building blocks**:

- ▶ A **front end**, realised as a government portal aggregating all information and services in one place, based on the life-event-cycle.
- ▶ A **middleware tier**, in the form of a government gateway, called the '[Government Secure Gateway](#)', to provide interoperable, secure and authenticated web-based interconnection of back-end systems.
- ▶ A **back-end**, realised as web-enabled information systems and processes involved in service delivery.

To date, the eGovernment Vision has resulted in services such as the electronic submission of tax returns, the renewal of road tax licences using credit cards, the payment via direct debit of social contributions and other related services. All government ministries and departments have maintained their own websites, which are either informative and provide downloading of forms and other documents, or support user interaction. Another achievement was the development of the Government Data Network (GDN), which currently interconnects all government information systems and organisations.

'Government Computerisation Master Plan' (1989-1997)

The '**Government Computerisation Master Plan**' for the period 1989-1997 identified 80 priority projects such as batch applications, revenue collection and payment systems. A revised version of the plan was adopted in 1998 to include new infrastructure and strategic projects in accordance with the EU accession requirements. This resulted in the launch of the Information Systems Strategy (ISS), and the Data Management Strategy (DMS) aiming to provide a guide for interconnection and interoperability of the information systems under development.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no specific eGovernment legislation in Cyprus.

Freedom of Information Legislation

[Constitution of the Republic of Cyprus](#)

Even though there is no specific legislation regulating freedom of information, section 19 of the Cyprus constitution protects, at the highest level, the 'right to freedom of speech and expression'. More specifically, paragraph 2 of the aforementioned section explicitly provides that the above right includes 'the freedom to hold opinions and receive and impart information'.

Data Protection/Privacy Legislation

[The Processing of Personal Data \(Protection of Individuals\) Law \(2001\)](#)

The 'Processing of Personal Data (Protection of Individuals) Law' (138(I)/2001) entered into force in November 2001, and was amended by Law [37\(I\)/2003](#). It is compliant to the *acquis communautaire*, and especially, the European Directive [95/46/EC](#) on Data Protection. On 31 December 2007, the 'Retention of Telecommunication Data for Purposes of Investigation of Serious Criminal Offences Law' of 2007 (Law 183(I)/2007) was introduced harmonising Cypriot legislation with EU Directive [2006/24/EC](#) of 15 March 2006. The law regulates the terms under which the retention of personal data for the purpose of crime investigation, detection and prosecution is legal.

eSignatures Legislation

[Legal Framework for Electronic Signatures and Associated Matters \(2004\)](#)

The law (188(I)/2004, as subsequently amended, implements the European Directive [1999/93/EC](#) on electronic signatures. It effectively establishes the legal framework governing both eSignatures and certain certification services for the purpose of facilitating their use and their legal recognition. Based on the provisions of this law, supplementary regulations may also be issued so as to define additional requirements for the use of eSignatures in the public sector.

eCommerce Legislation

[Law on Certain Legal Aspects of Information Society Services, in particular Electronic Commerce and Associated Matters \(2004\) and its amendment in 2007](#)

The law (156(I)/2004, the 'Electronic Commerce Law') serves the implementation of Directive [2000/31/EC](#) of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market. The law aims at ensuring the free movement of information society services between the Republic of Cyprus and the Member States of the European Union, relating to the establishment of service providers, commercial communications and the conclusion of electronic contracts. Services covered by the law include online information services, online advertising and online selling of products and services, among other services.

[Law on Electronic Money \(2012\)](#)

The Law on Electronic Money (81(I)/2012) regulates the rights to issue electronic money directly from the Cypriot Republic and defines which are the authorities to issue such money. Furthermore, it regulates the authorisation and supervision of institutions that are related to the issuance of electronic money.

eCommunications Legislation

[Law on Regulation of Electronic Communications and Postal Services \(2004\)](#)

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications (Law 112(I)/2004) and the modification of the 2002 law on radio communications (Law 146(I)/2002) – to transpose the new EU regulatory framework. It has also introduced four pieces of secondary legislation in the field of radio communications. The last [amendment](#) of the law was made in 2013.

eProcurement Legislation

[Law on Coordination of Procedures for the Award of Public Works Contracts, Public Supply Contracts and Public Service Contracts and Related Matters \(2006\)](#)

The EU Public Procurement Directive ([2004/18/EC](#)), which includes provisions related to the electronic submission of tenders, has been adopted in national legislation by Law 12(I)/2006, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The law was put into force at the beginning of 2006. Prior to the implementation of the eProcurement system and based on the provisions of this law, other supplementary eProcurement regulations were also issued. The Law was lastly [amended](#) in 2011.

Re-use of Public Sector Information (PSI)

[Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies \(2006\)](#)

The Cypriot transposition of European Directive [2003/98/EC](#) is Law 132(I)/2006, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance

The Ministry of Finance is the initiator and facilitator of eGovernment policy in Cyprus. Through the specialised government body [Department of Information Technology Services \(DITS\)](#), the eGovernment is promoted and implemented within the public sector.

Ministry of Communications and Works

Following the decision of the Council of Ministers on 18 February 2009, the Ministry has taken responsibility for the development of the information society, with executive arm the [Department of Electronic Communications \(DEC\)](#). Since 2009, DEC is the executive arm of the Ministry of Communications and Works with duty to formulate and implement a comprehensive national strategy on the Information Society.

Coordination

Department of Information Technology Services (DITS)

The Department is the Government body that coordinates the promotion and application of Information Technology and eGovernment in the public sector. The mission of the department is to plan, develop, implement, manage and maintain the Information and Communication Technology (ICT) systems which modernise the functioning of the public sector.

Digital Cyprus: Department of Electronic Communications (DEC)

The Department is responsible for coordinating the [Digital Strategy for Cyprus](#) strategy, which is the country's national information society strategy. It coordinates activities that are related to the realisation of all six phases of the strategy, namely to broaden coverage, modernise public administration, increase citizen participation in eGovernment, improve digital literacy, promote digital entrepreneurship and enhance green ICT.

Directorate for the Co-ordination of Computerisation of the Public Sector

The directorate is responsible for coordinating and monitoring the computerisation project of the entire civil service. It primarily coordinates and monitors progress recorded by the computerisation projects under construction or projects planned within the framework of the 'Medium-term Government Computerisation Plan'.

Implementation

Department of Information Technology Services (DITS)

As the responsible government body for the promotion and implementation of eGovernment within the public sector, the Department of Information Technology Services implements its eGovernment Strategy as well as the programmes and the respective EU Action Plans. It develops electronic services, always taking the public's needs, mentality and culture into consideration. In particular, the DITS is in charge of the development or procurement of government-wide systems within the framework of the 'Medium-

term Government Computerisation Plan', as well as several small-scale bespoke systems for specific departmental requirements.

Digital Cyprus: Department of Electronic Communications (DEC)

The decision of the Council of Ministers on 18 February 2009 also appointed the Department of Electronic Communications as the executive arm of the minister of Communications and Works to supervise the implementation of the national information society strategy (entitled 'Digital Strategy for Cyprus'). An information society coordinator from each ministry has furthermore been appointed to liaise with the department in matters of implementation of information society actions related to each specific ministry.

Individual Government Bodies

Some government bodies, such as the police and the army, have their own information technology units, with responsibility regarding the implementation of their information systems.

Support

Department of Information Technology Services (DITS)

DITS has overall responsibility for the IT public sector, including maintenance, consultancy and technical advice to all ministries and departments. It is also in charge of government-wide procurement processes concerning external services such as consultancy, maintenance of hardware and software, management of systems and other related services.

Department of Public Administration and Personnel (PAPD), Ministry of Finance

The department has overall responsibility for the training of public sector employees and for upgrading their IT skills. It is responsible for the promotion of organisational changes and new processes in public administration to enable successful implementation of eGovernment. PAPD is also the body responsible for the implementation of the Public Sector Information (PSI) Directive in Cyprus.

Department of Electronic Communications

The Department of Electronic Communications has been appointed as the competent authority for the promotion and implementation of the legislative framework for electronic signatures in Cyprus [Legal Framework for Electronic Signatures and Associated Matters Law of 2004 (N.188(I)/2004)].

Commissioner for the Reform of the Civil Service

The Commissioner's mission is to promote the reforming of the civil service of the Republic of Cyprus. The reforming and modernisation of the civil service will consist of the simplification of structures and the procedures followed, the strengthening and/or merging and/or abolition of services, the use of modern technology, the enhancement of the personnel's skills, the revision of the civil servants' appraisal system and the facilitation of staff mobility across the civil service.

Audit/Assurance

Audit Office of the Republic of Cyprus

The Audit Office is an independent office responsible for auditing all public expenses and liabilities incurred by or under the authority of the state. This includes inspection of all financial accounts and other assets as well as the audit of statutory bodies, special funds, local authorities and other public organisations.

Data Protection

Office of the Commissioner for Personal Data Protection

The Commissioner deals with the protection of personal information against any unauthorised and illegal collection, recording and further use of that information. It also grants the individual certain rights, such

as the right of information and the right of access to it. The office also accepts and examines lodged complaints in relation to the application of the law.

Regional & Local eGovernment

Support

[Union of Cyprus Municipalities](#)

The structure of the Cypriot state is highly centralised, consisting of the central government, 6 districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (33), accounting for 65 per cent of the population of Cyprus, are represented. The union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests *vis-à-vis* the central government and other national institutions. Among other responsibilities, the union oversees the promotion of eGovernment at local authority level. Almost all municipalities and a large number of community councils maintain their own websites and promote electronic communication with citizens who can lodge complaints and submit recommendations. Additionally, some web pages give the opportunity to municipality citizens to pay their utility bills through the Internet using credit cards.

Another higher level regional body is the [Union of Cyprus Communities](#), which represents the six districts of the country.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Harris Georgiades
Minister of Finance

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Ministry of Finance
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E-mail: minister@mof.gov.cy

Source: <http://www.mof.gov.cy/>

Head of eGovernment



Costas Agrotis
Director, Department of Information Technology Services (DITS)

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E-mail: cagrotis@dits.mof.gov.cy

Source: <http://www.mof.gov.cy/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Cyprus Government portal](#)

The government portal is an institutional website and an entry point to public information and services. Users can visit governmental and non governmental sites of informative and interactive content. Information and services can be located by life-event cycle, by area of interest, by government organisation and by electronic service.

Facilities available include:

- ▶ **Global Search** for information contained in portal and all other government sites;
- ▶ **Useful Links**, such as emergency phone numbers, yellow pages, overnight pharmacies, exchange rates, etc;
- ▶ **Personalisation** facilities for layout and type of content presented on screen.

The portal is accessible by anyone; however, certain eServices require user-ID and password.

[Point of Single Contact \(PSC\) Cyprus](#)

PSC serves businesses and entrepreneurs, whether in Cyprus or in other EU Member States, interested in pursuing their business aspirations in Cyprus. The portal, established as a one-stop-shop and in accordance with the EU Services Directive, provides comprehensive information relating to the procedures and formalities required for the access to, or exercise of, service activities in the country, online submission of application forms, and tracking the progress of applications submitted.

Procedures required are available, classified by service sector and/or alphabetical list. They are also obtainable via a search engine. Through the '[Personal Space](#)', registered users can submit application forms, view the application forms submitted and track the progress of their ongoing procedures. A step by step guide is provided for submitting application forms.

[Government Secure Gateway \(Ariadni\)](#)

The gateway is a middleware tier to provide interoperable, secure and authenticated web-based interconnection of back-end systems. The project has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. Services provided through Ariadni will include:

- ▶ common user identity management/authentication and authorisation;
- ▶ single sign-on credentials;
- ▶ common messaging facility;
- ▶ online payments;
- ▶ integration tier, offering reliable delivery of standards-based data/information between systems and applications.

Network

Government Data Network (GDN) and Government Internet Node (GIN)

The **Government Data Network** (GDN) interconnects all government information systems and organisations. GDN is a **broadband network** based on L3 Ethernet technology over which all government systems are interconnected, exchanging information via web workflow technologies. GDN provides a secure and fast interconnection between the various local area networks of the civil service (Intranet) and furthermore facilitates a secure and fast connection of government organisations to the **Government Internet Node** (GIN).

GIN provides an **interface** between government information systems and the Internet, thus offering Internet, Extranet and Intranet services to all public entities, civil servants, and citizens/businesses. These include connections to private networks of the European Union.

Broadband

Current status

Cyprus has achieved the first target of 100 % coverage of Cyprus with broadband infrastructure, using **DSL broadband network**, installed by the incumbent telecommunications operator offering speeds of at least 2Mbps.

eIdentification/eAuthentication

Progress in the field of eID

The Ministry of Interior is currently in the process of issuing electronic ID cards in order to replace the traditional ID cards and to enhance security. The eID cards will be used for eIdentification/eAuthentication purposes.

In addition, the Department of information Technology Services (DITS) is currently promoting the relevant procedures aiming at creating the appropriate infrastructure so as DITS to acquire the accreditation of Certification Service Provider (which has the authorisation and competency to issue and handle recognised certificates) from the Competent Authority for Electronic Signatures (Department of Electronic Communications). This infrastructure will be based on PKI (Public Key Infrastructure) and eSignature will be produced from secure signature-creation devices. It will support the storing of eSignatures to smart cards with future expansion ability the storing to USB tokens and mobile phones.

The eSignature will be stored in the aforesaid eID card, the so called smart card.

In September 2013 passed a law (Κ.Δ.Π. 267/2013) establishing the [legal framework for eSignatures](#).

eProcurement

[Electronic Procurement portal \(e-PS\)](#)

The e-PS is a web-enabled system that constitutes a holistic solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law of public procurement. The portal provides:

- ▶ **Contracting Authority Services**, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official

Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.

- ▶ **Economic Operator Services**, for transparent and secure preparation and electronic submission of requests for participation to tenders. The system is managed by the [Public Procurement Directorate](#) of the Treasury of the Republic of Cyprus and was the recipient of the 'Good Practice Label' of the 4th European eGovernment Awards, 2009.

Knowledge Management

Knowledge Management and Training Network

The Cyprus Academy of Public Administration aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all public service organisations to an online information/knowledge sharing platform with eLearning capabilities. However, due to the current financial situation in Cyprus, this initiative is planned to be promoted in the future.

Office Automation

Electronic Office Automation System (eOAS)

The eOAS is implemented by the Department of Information Technology Services ([DITS](#)) in co-operation with the [Public Administration and Personnel Department](#), and supports enterprise-wide document management services, as well as control of work-groups and workflow. The ultimate aim of the eOAS is the electronic management of all documents of the civil service, as well as the automation of procedures and regulations that rule their creation, archiving, security, distribution, disposal, and final destruction or long term preservation.

The system is currently installed and operates in 19 government organisations including the Cyprus Police and serves around 4000 users. Currently, a project performing cost-benefit analysis for the rollout of eOAS to all Central Government Organisations and a comparative evaluation of different software platforms is currently running.

The deployment of eOAS will be done gradually in phases and it is envisaged that the rollout of the system will be able to commence after the completion of the aforesaid study, within the first quarter of 2015.

The eOAS was awarded the **FileNet EMEAN Innovation Award** in May 2007, followed by the **Cyprus Innovation Prize**, given by the Employers and Industrialists Federation in June 2007.

Other infrastructure

Customs and Excise

THESEAS system

The THESEAS system is the first fully integrated and web-enabled customs system in Europe. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. The system supports:

- ▶ electronic submission of cargo;
- ▶ import declarations;
- ▶ electronic payment of customs duties.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the employee's relevant info such as name, address, correspondence address, contact details and tax-payer ID. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Department of Labour
Website:	http://www.pescps.dl.mlsi.gov.cy/
Description:	<p>The 'Public Employment Service Online System' enables users to search the job vacancies database according to criteria matching their profile. It also allows employers to publish and manage job vacancies.</p> <p>Job seekers who wish to register in the system must personally present proof of ID in order to be provided with a username and password. Registered users who are entitled to unemployment benefits (i.e. within a six month period) must physically present themselves once a month to renew their registration.</p> <p>The system also accepts digital CVs, accessible by interested employers.</p>

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	http://www.mlsi.gov.cy/
Description:	<p>Information and forms to download. Applications and payments are managed by local Social Insurance Offices in cooperation with the Department of Labour.</p> <p>Registered job seekers entitled to unemployment benefits must physically present themselves once a month to renew their registration for a maximum of six months.</p>

b. Child allowances

Responsibility:	Central Government, Ministry of Finance, Grants and Benefits Service
Website:	http://www.mof.gov.cy
Description:	<p>Information and forms to download.</p> <p>Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).</p>

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Ministry of Health
Website:	http://www.moh.gov.cy/
Description:	<p>Information and forms to download for application to obtain a medical card.</p> <p>With regard to medical costs, no application for reimbursement is required as medical costs are charged according to what the citizen is entitled to, i.e. medical card category. Depending on entitlement status, medical costs for government medical services can vary from zero fees, to reduced fees, to payment of full cost.</p>

d. Student grants

Responsibility: Central Government, Ministry of Finance, Grants and Benefice Service

Website: <http://www.mof.gov.cy>

Description: Information and forms to download.
Due to the fact that original university/college certifications and original proof of payment of tuition fees are required, the eService might be improved only in case of modification of the related legislation and/or implementation of the digital signature. Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

4. Personal documents: passport and driver's licence**a. Passport**

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <http://moi.gov.cy>

Description: Information and forms to download.
Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online. Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

b. Driver's licence

Responsibility: Central Government, Ministry of Communications and Works, Road Transport Department

Website: <http://www.moi.gov.cy/>

Description: Personal submission of documents to the Department of Road Transport is required for obtaining the licence. The site contains information, forms to download and offers some online features. For example, candidate drivers are given the option to select the date, time and place of their test via the Internet. Online payment of the fee is also available. A once-only option to change retrospectively the date of the driving test is also available. Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Communications and Work, Department of Road Transport

Website: http://www.mcw.gov.cy/mcw/mcw.nsf/mcw14_en/mcw14_en?OpenDocument

Description: The site offers services for the registration of motor vehicles and motor bikes. For new cars, the entire process can be completed online, including payments. Registration of vehicles can also be made via intermediaries, such as authorised car dealers and importers. The use of the web system is not mandatory; some dealers follow the manual process.

6. Application for building permission

Responsibility:	Central Government, Ministry of the Interior, Town Planning and Housing Department
Website:	http://www.moi.gov.cy/tph
Description:	<p>Information and forms to download. The related procedure involves a number of authorities. An application for a building permission is initially delivered to the relevant municipality or district administration office of the Ministry of the Interior. Applications are then forwarded to the regional Town and House Planning Department for final processing and approval.</p> <p>As of November 2007, the web page of the Town Planning and Housing Department allows citizens to follow up progress of their applications for planning and housing permits, provided submission was made past 29 October 2007.</p> <p>It is expected that, in September 2014, the responsible Department will start the development and application of an integrated information system aiming at covering the IT needs and demands of the department, as well as managing the building permits from the district administration offices.</p> <p>The integrated information system is expected to be a powerful tool for the upgrading of the services offered by the Department, with purpose that of improvement in the bureaucratic procedures as well as of the average response time to citizens' requests, and therefore the better and more effective public service.</p>

7. Declaration to the police (e.g. in case of theft)

Responsibility:	Central Government, Cyprus Police
Website:	http://www.police.gov.cy/police/police.nsf/index_en/index_en?OpenDocument
Description:	<p>Information only, no online declaration possible.</p> <p>According to current legislation, citizens must declare crimes, such as theft, in person.</p>

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government, Local Government
Website:	http://library.ucy.ac.cy/ENGLISH/index_en.htm http://www.cypruslibrary.gov.cy http://www.cln.com.cy/opac2/zConnectENU.html http://www.cut.ac.cy/library/english/index.html
Description:	<p>Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.</p>

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of the Interior, Civil Registry and Migration Department
Website:	http://www.moi.gov.cy
Description:	<p>Information and forms to download.</p> <p>Upon completion of the pilot operation of the Government Gateway project (Ariadni), the following related eServices will be offered:</p> <ul style="list-style-type: none">- Issuance of Birth Certificates and Consular Birth Certificates;- Re-Issuance of Personal Identity Cards;- Re-Issuance of Election Booklets;- Issuance of Permanent Residence Certificate. <p>Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).</p>

10. Enrolment in higher education/university

Responsibility:	Central Government, higher education institutions
Website:	University of Cyprus ; Open University of Cyprus ; Cyprus University of Technology ; Higher Hotel Institute ; Nursing School ; The Cyprus Forestry College ; The Police Academy
Description:	Information and forms to download, using the websites of the individual institutions.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of Interior, Civil Registry and Migration Department
Website:	http://moi.gov.cy/
Description:	<p>Information only.</p> <p>Upon completion of the pilot operation of the Government Gateway project (Ariadni), the following related eServices will be offered:</p> <ul style="list-style-type: none">- Change of citizen's communication address;- Verification of citizen's personal details. <p>The service 'announcement of moving' change of residence address requires revision of the related law as it affects the electoral district of a citizen/voter.</p> <p>Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).</p>

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: http://www.moh.gov.cy/moh/moh.nsf/index_en/index_en?OpenDocument

Description: Apart from information, patients can be informed about their pending appointments and the documents they should carry with them. Facilities to cancel already booked appointments are also available. Initial appointments can be booked on behalf of patients only by physicians registered with the public health service.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	https://www.pay.sid.mlsi.gov.cy
Description:	The Social Insurance information system provides services for online payment of social contributions for employees or the self-employed, via direct debit. Registration as an authorised user requires an application and a direct debit order submitted to the District Offices, or the Citizen Service Centres . Upon submission of an application, a subscriber's number is given to the applicant. This number must be specified in the direct debit order prior to its submission to a bank. The order must be submitted by the applicant.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit initial tax returns electronically. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

3. VAT: declaration, notification

Responsibility:	Central Government Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit V.A.T. tax returns electronically. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

4. Registration of a new company

Responsibility:	Central Government, Ministry of Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver
Website:	http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/index_en/index_en?OpenDocument
Description:	The e-Filing system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. Available eservices allows: <ul style="list-style-type: none">▶ search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies;▶ submission of applications for approval of company names;▶ reservation of a company name.

5. Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Finance, Statistical Service of Cyprus (CYSTAT)
Website:	http://www.mof.gov.cy/mof/cystat/statistics.nsf/index_en/index_en
Description:	Information and downloads of statistical data, results of surveys and publications. Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs & Excise Department
Website:	http://www.mof.gov.cy
Description:	The THESEAS system is the first fully integrated and web-enabled customs system in Europe. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. THESEAS includes several modules such as: import manifest system; import declaration system; tariff-taric system; import control system (ICS); export control system (ECS); excise movement control system (EMCS) among other modules.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Agriculture, Department of Environment
Website:	http://www.moa.gov.cy
Description:	Information and relevant applications are available for downloading from the web sites of the relevant authorities involved, depending on the nature of the permit.

8. Public procurement

Responsibility:	Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate
Website:	https://www.eprocurement.gov.cy/ceproc/home.do
Description:	<p>The service is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law. The portal provides:</p> <ul style="list-style-type: none">▶ Contracting Authority Services, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.▶ Economic Operator Services, for transparent and secure preparation and electronic submission of requests for participation to tenders.

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